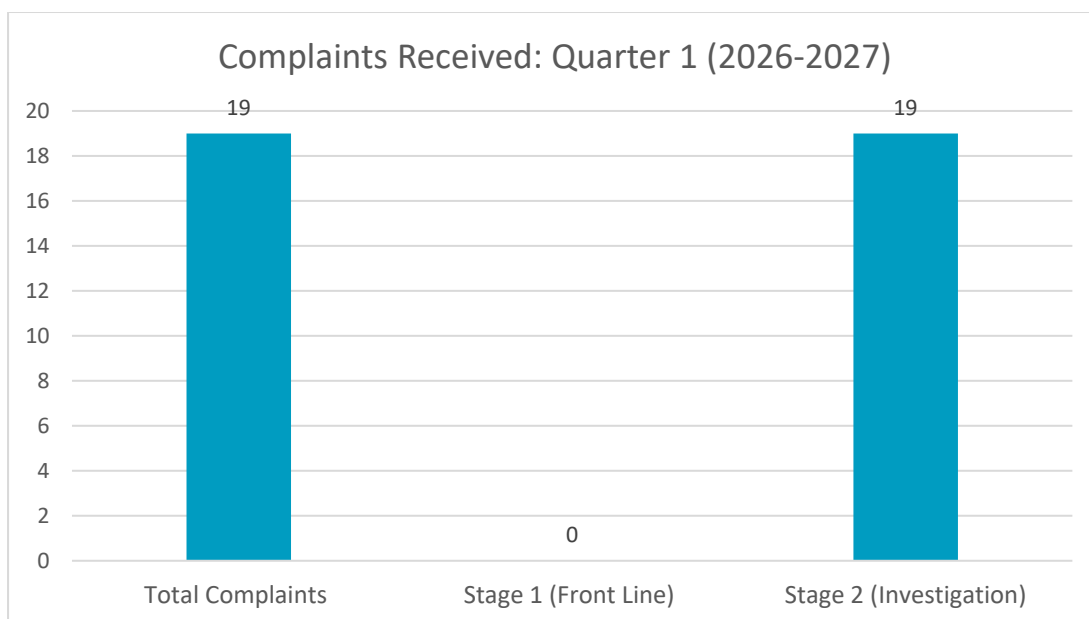
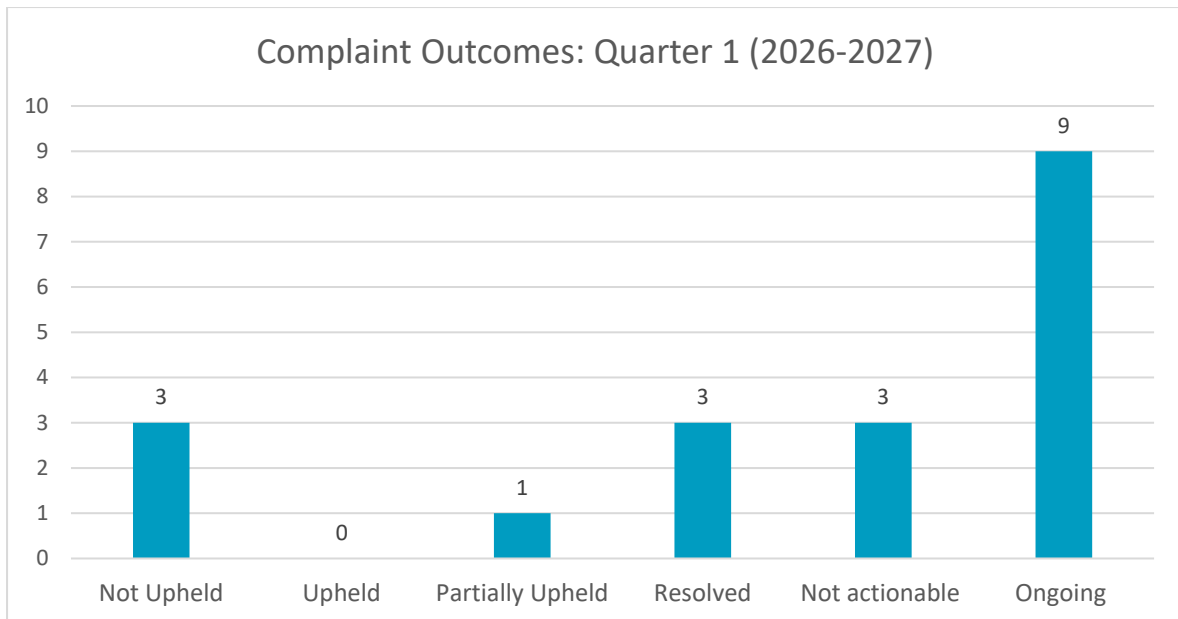


Complaints Report Q1

1 April to 30 June 2026

There were 19 complaints received in Q1 of 2026/27. This is a reduction in the number of complaints received in Q4 of 2025/26 (31) and compared to Q1 of 2025/26 (24).





Lessons learned and service improvement

We continue to work with our practice, learning and quality colleagues to share what we learn from complaints to improve the experience of children and young people in their hearings.